

CLAIMS

What is claimed is:

- 1 1. A method for a network-based facility, the method
2 comprising:
3 facilitating a submission of a complaint to the network-based
4 facility, the complaint relating to a network-based transaction;
5 associating an identifier to the complaint;
6 facilitating a resolution of the complaint associated with the
7 identifier; and
8 facilitating a claim for insurance if the complaint is not resolved.
- 1 2. The method of claim 1, wherein the network-based facility is
2 a network-based online auction facility and the network-based transaction
3 is a network-based online auction transaction.
- 1 3. The method of claim 1, wherein the facilitating of the
2 submission of the complaint includes:
3 providing an interface for a user to input information for the
4 complaint.
- 1 4. The method of claim 3, wherein the providing of the
2 interface includes:

3 providing an interface for a bidder or an interface for a seller
4 selected by the user.

1 5. The method of claim 1, wherein the facilitating of the
2 resolution includes:

3 providing a status interface for a user to view a current status or
4 provide comments related to the complaint associated with the identifier
5 or an interface to report a status of the complaint associated with the
6 identifier.

1 6. The method of claim 5, wherein the providing of the status
2 interface includes:

3 providing an interface for a user who is complained against to
4 input comments related to the complaint associated with the identifier.

1 7. The method of claim 1, wherein the facilitating of the claim
2 for insurance includes:

3 providing an interface for a user to file an insurance claim if the
4 complaint has not be resolved after a certain period of time.

1 8. The method of claim 1, wherein the facilitating of the
2 resolution includes:

3 providing an interface allowing a user who is complained against
4 to respond to the complaint.

1 9. The method of claim 1, wherein the facilitating of the
2 resolution includes:

3 exchanging comments between a complaining user and a
4 complained against user regarding the complaint associated with the
5 identifier.

1 10. A network-based facility system, comprising:
2 a database configured to maintain records of network-based
3 transactions; and
4 a processing unit configured to facilitate a submission of a
5 complaint from a user, the complaint relating to a network-based
6 transaction record maintained by the database, to associate an identifier to
7 the complaint, to facilitate a resolution of the complaint associated with
8 the identifier, and to facilitate a claim for insurance if the complaint is not
9 resolved.

1 11. The network-based facility system of claim 1, wherein the
2 network-based transaction record is a network-based online transaction
3 record.

1 12. The network-based facility system of claim 10, wherein the
2 processing unit is further configured to provide an interface for a user to
3 input information for the complaint.

1 13. The network-based facility system of claim 12, wherein the
2 processing unit is further configured to provide an interface for a bidder
3 or an interface for a seller selected by the user.

1 14. The network-based facility system of claim 10, wherein the
2 processing unit is further configured to provide a status interface for a
3 user to view a current status and provide comments related to the
4 complaint associated with the identifier or an interface to report a status of
5 the complaint associated with the identifier.

1 15. The network-based facility system of claim 14, wherein the
2 processing unit is further configured to provide an interface for a user
3 who is complained against to input comments related to the complaint
4 associated with the identifier.

1 16. The network-based facility system of claim 10, wherein the
2 processing unit is further configured to provide an interface for a user to

3 file an insurance claim if the complaint has not be resolved after a certain
4 period of time.

1 17. The network-based facility system of claim 10, wherein the
2 processing unit is further configured to provide an interface allowing a
3 user who is complained against to respond to the complaint.

1 18. The network-based facility system of claim 10, wherein the
2 processing unit is further configured to facilitate exchange of comments
3 between a complaining user and a complained against user regarding the
4 complaint associated with the identifier.

1 19. A machine-readable medium that provides instructions,
2 which when executed by a machine, cause said machine to perform
3 operations comprising:

4 facilitating a submission of a complaint to the network-based
5 facility, the complaint relating to a network-based transaction;

6 associating an identifier to the complaint;

7 facilitating a resolution of the complaint associated with the
8 identifier; and

9 facilitating a claim for insurance if the complaint is not resolved.

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